

How'd We Do? October 2016

OLD TOWN LIBRARY

1. Am being charged for a media case that is "badly chewed" when we checked out the video, there was no clearly obvious damage, nor was there when we returned it on 9/21. When I inquired about it I was told that it was obviously chewed by a dog (which we don't have) and so bad that it could not be reshelved. I don't have any issues paying for something that is damaged in our possession; however, I am baffled on how this was determined as the case did not show obvious signs of dog chew marks when we returned it. I have not been shown the case and would like to see the rental history if it was checked out after me. *RESPONSE: Circulation Supervisor Holly B. responded to the patron via email.*
2. Sam, you were a wonderful help. You helped me scan documents for email attachments. Thanks so much!
3. Toddler Story time – Amy does a great job! She's kind with the kids and also good at drawing boundaries. She makes the experience really interactive and engaging with songs, dance and fun activities. I would love more story times like this one! Thank you Amy for going above and beyond!
4. I was thinking, instead of dinner and a movie, the library could host "dinner, dessert, and a book". Obviously, selling tickets for library funds.
5. Most helpful staff! Thanks!
6. Ms. Amy was extremely helpful several times for which I am deeply grateful; others have been helpful as well. I visit from Oak Ridge, IL in fall and spring to visit my daughter and if you need more, please call her since I shall share my experience with her. Many thanks.
7. Amazing Help Desk staff. Thank you, thank you, thank you! ☺

HARMONY LIBRARY

8. When are the checkout machines going to be fixed so they print due back receipts?? This has been going on for months and I keep being told that they're fixed when they are not. It's very frustrating, takes a lot of time and only states that a receipt is being emailed!
9. I miss the jigsaw puzzles in the lobby.
10. Thank goodness a quiet library. Most libraries, including Main in Ft. C are way too noisy.
11. Abi was very helpful and pleasant in checking in my items. She said that "I come first". Made me feel great.
12. Diana was very, very helpful. She is an employee who enjoys her job/work and it shows.
13. I wanted to personally thank Corky for her help on my Scotland report. She helped me out lots and I am pretty confident in my outcome. It's due Monday. Thanks a bunch.

COUNCIL TREE LIBRARY

14. Meg is fabulous! She helped greatly find music for which I was searching AND taught me how to Hoopla. Give the lady a raise!
15. I would like to complain about the fact that you put all the books by Donald Trump in your nonfiction section. This gives the illusion to patrons that Trump is in fact a successful business man and that he has actual real estate advice in his books when in fact he does not. It would be a very good idea to remove all of them from library, so he can't feed anymore of his fascist nonsense.

OUTREACH SERVICES

16. Fun Program! Thanks. How about 1 for adults to learn Russian?
17. Everything was great. We loved it. Thank you.

COLLECTION SERVICES

18. I was excited to watch a new DVD from the Here & Now collection. When I brought it home I couldn't watch past 20 minutes before a screen pops up telling me of a copy infringement and the sound mutes. I don't know where this cineraria nonsense came from but if I had purchased this item I would want my money back. I have a blu ray player that's only a few years old. If this software is the new future I hope the Library District won't waste money on items the taxpayers can't utilize. That would be an irresponsible use of funding. This is a problem the market place can fix, demand money back on fraudulent items and don't buy anymore with this type of software issue. Thank you. *No contact information provided.*
19. Please please do something about the pathetic travel section. This is about the 6th time I've come in to find "nothing" on where I'm going! Hawaii – come on!! You should have at least a selection of U.S. books! When told to try Loveland or Denver – I pay taxes here!!! For the resources here!!! Please provide. *RESPONSE: Collection Development Librarian Becky S. responded to patron via email.*

OTHER

20. Thank you for presenting Front Range Chamber Players at Harmony in the Round Friday, October 14 – AWESOME!!!
21. We are interested in the Mother/Daughter book discussions, but it is full. We would be interested in registering for future events like this if you offer more. Thank you.
22. I use the smartphone app. I feel that another section should be capable to use on this app. The whats new part of the website should be accessible in the smartphone app. Is use this section very often – read it on my smartphone. Thank you for your time.